

# **Prepare Consultants – Refund Policy Effective**

**Date: February 14, 2026**

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Prepare Consultants ("we", "us", "our", or "Prepare") is a study abroad consulting firm that provides expert guidance, application support, and related services to help students pursue international education opportunities. This Refund Policy outlines the conditions under which refunds may (or may not) be issued for fees paid to us. It is designed to balance fairness with the realities of our high-touch, time-intensive services and the irreversible nature of third-party payments.

By making any payment to Prepare Consultants, enrolling in our services, or signing our Client Agreement, you ("you", "the student", or "client") expressly agree to the terms of this policy. This policy forms part of your contract with us.

## **1. Types of Fees and Their Refund Status**

<b>Fee Type</b>	<b>Description</b>	<b>Refundable?</b>
<b>Consultation &amp; Service Fees</b>	Fees paid to Prepare for initial consultations, ongoing advising, document preparation, application strategy, interview coaching, and all other support services delivered by our team of study abroad advisors and professionals.	<b>Non-refundable</b> once any services have been initiated or delivered.
<b>Application &amp; Admission Fees</b>	Fees paid directly to universities or other institutions for application processing or admission deposits.	<b>Non-refundable</b> (paid to third parties).
<b>Visa Application Fees</b>	Fees paid to embassies, consulates, or governments for visa processing.	<b>Non-refundable</b> (paid to third parties).
<b>Other Third-Party Fees</b>	Any payments made on your behalf to external providers (e.g., test registration, credential evaluation, insurance).	<b>Non-refundable</b> (paid to third parties).

## 2. Refund Eligibility – Limited to Pre-Submission Stage Only

We offer a **90% refund** of the fees you paid directly to Prepare Consultants **only** if **all** of the following conditions are met:

- You formally notify us in writing of your decision to cancel the entire application process.
- **No applications have been submitted** to any university or institution on your behalf.
- **No third-party fees** (application, visa, etc.) have been paid by or on your behalf.
- You have not attended or received any substantive guidance calls, document reviews, or other delivered services.

**Important:** The 10% retained covers administrative costs, opportunity costs, and the value of the initial strategy and planning work already performed.

**No refunds** will be issued in any of the following situations (even if you later change your mind):

- Any applications have been submitted to universities.
- Any services have been delivered (e.g., guidance calls attended, documents prepared or reviewed, profiles built).
- You fail to secure admission, a student visa, or a student loan — our services support the **process**, not guaranteed outcomes.
- You decide not to proceed after we have begun work, regardless of the reason.

## 3. Refund Request Process

1. Submit a written cancellation request to [travel.prepre@gmail.com](mailto:travel.prepre@gmail.com) (or the email address provided in your Client Agreement).
2. Include your full name, student ID/reference number, and reason for cancellation.
3. Requests must be received **before** any applications are submitted.
4. Approved refunds will be processed within **30 business days** via the original payment method (or bank transfer if requested).
5. Refunds are issued in the original currency of payment, minus any bank or processing fees.

#### **4. Critical Client Responsibilities**

- **Pay close attention during all guidance calls and communications** with your Prepare Agent, Study Abroad Advisor, or any member of our professional team. Decisions made during these sessions are binding and may trigger non-refundable stages.
- Carefully review all documents and timelines we provide.
- Understand that study abroad processes involve significant non-refundable third-party costs once initiated.

#### **5. General Provisions**

- **No Guarantees:** We provide expert support based on your profile and current requirements. We do not guarantee admission, visa approval, scholarships, or any specific outcome.
- **Force Majeure:** We are not liable for delays or failures caused by events beyond our control (e.g., university policy changes, government actions, pandemics).
- **Policy Changes:** We may update this policy from time to time. The version in effect at the time of your payment or service delivery will apply to you.
- **Governing Law:** This policy is governed by the laws of the Republic of Uganda. Any disputes will be resolved exclusively in the courts of Kampala.

**By proceeding with our services, you confirm that you have read, understood, and agreed to this Refund Policy.**